Administration for Community Living

Office of External Affairs

The Eldercare Locator
HHS-2013-ACL-OEA-IR-0040
Application Due Date: 03/18/2013

The Eldercare Locator

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Department of Health & Human Services
Administration for Community Living

Program Office: Office of External Affairs
Funding Opportunity Title: The Eldercare Locator
Announcement Type: Initial
Funding Opportunity Number: HHS-2013-ACL-OEA-IR-0040
CFDA Number: 93.048
Due Date For Letter of Intent: 02/25/2013
Due Date for Applications: 03/18/2013

Executive Summary

Executive Summary

I. Funding Opportunity Description

The statutory authority for grants under this Program Announcement is contained in Title IV of the Older Americans Act (OAA) (42U.S.C. 3032), as amended by the Older Americans Act Amendments of 2006, P.L. 109-365. (Catalog of Federal Domestic Assistance 93.048, Title IV Discretionary Projects).

Description

Background

The Administration on Aging, an agency of the U.S. Administration for Community Living (ACL), has been funding the Eldercare Locator (the Locator) since 1991. The Locator assists older adults, their families and caregivers find their way through the maze of services for seniors by identifying trustworthy local support resources. The goal is to provide users with the information and resources they need that will help older persons live independently and safely in their homes and communities for as long as possible.

According to the Census Bureau, in 2010 there were 40.3 million persons age 65 and older in the United States. A majority of older Americans (38.5 million) have a disability with over 14 million reporting a severe disability. The older population is expected to continue to increase with the number of older Americans 65 years of age and older expected to rise to 55.9 million in 2020 with persons 85 plus reaching over 6.6 million. Older adults face a vast and often complex array of choices and decisions about community services, health insurance, housing, and long term care. Navigating these various systems can be very frustrating and confusing for older adults and their caregivers. Older persons and their caregivers need to know how to link to services.

In light of these issues, in 1991 ACL created the Locator to help link older persons and their caregivers to resources through a nationally recognized toll-free number,

1-800-677-1116. Since inception, over 2.4 million older adults, caregivers, professionals and others have used the Locator toll-free number to find resources for older adults in any U.S. community.

ACL will hold a competition for a new cooperative agreement to operate the Locator. The Locator is a call center with live agents helping older adults and their families and caregivers find their way through the maze of services for seniors by linking to a trustworthy network of national, State, Tribal and community organizations and services through a nationally recognized toll-free number. The Locator also provides seniors and caregivers who require more in depth support the opportunity to speak with highly trained eldercare consultants who can better triage the situation. This new program announcement seeks to advance the Locator to better serve current and future older adults and those who care for them.

The successful applicant must propose how they will perform the following:

Eldercare Locator Operation

- Establish a call center that is able to assist individuals via telephone, TTD/TTY, email, and on-line inquiries. Information specialists must be available Monday through Friday from 9:00 a.m. until 8:00 p.m. ET. to respond to individuals in English and Spanish. Hours of operation will be assessed periodically to determine if changes are needed. Information specialists will assess the caller's needs and direct the caller to the appropriate resources at the local level with the knowledge and preparation for the next call/resource. Successful applicant should be prepared to handle calls within 60 days of award.

- Grantee will need to describe how the following additional services will be provided:

  - the capability to conduct online chats with individuals who need assistance;
  - the capability to add new lines, to hold callers in queue, forward numbers to the first available Information Specialist, and the ability to transfer callers to referral agencies at no cost to the caller;
  - the capability to email and/or text information to callers as requested:
  - the ability to add additional information specialists in times of high call volume due to promotional efforts or media coverage;
  - the capability for call-routing in the event of extreme high volume; and
  - access to translators/interpreters fluent in other languages on an as needed basis utilizing language line service.

- Ensure that highly trained eldercare consultants are available to provide individuals more assistance with decision support and education on aging and disability related issues as needed.

- Provide the opportunity for callers to be transferred to local agencies after business hours. For calls not transferred develop a system to allow individuals to leave messages that an information specialists can respond to the next business day.

- Utilize the current Locator database to respond to inquiries. Work with ACL to ensure call center systems are compatible and coordinated with the Locator database.

- Accurate information is essential to the success of the Locator therefore grantee will have access to a number of ACL tools and resources to assist in better serving older adults and their caregivers. Grantee is free to use these tools and is encouraged to develop additional resources to better assist callers with their aging and disability questions and concerns. Grantee is also free to suggest enhancements and/or updates to ACL tools and resources.

  - Implement effective quality control and improvement procedures to ensure the accuracy, appropriateness, consistency, promptness and overall quality of responses.

- Ensure that staffing is available to respond to at least 225,000 calls, 5,000 online chats, and 2,000 emails a year.

- Given the enhancement in technology, grantee should explore the feasibility of intelligent call transfers which would provide information specialists and/or eldercare consultants the ability to send an electronic communication to select local providers with information provided by caller. This would better prepare the local resource to respond the needs of the caller and alleviate the need for callers to repeat already provided information.

Information Specialists and Eldercare Consultants Staffing and Training

- Ensure that all information specialists and eldercare consultants responding to inquiries must, at a minimum, have knowledge of ACL, ACL, aging and disability programs, and other programs and services of importance to older persons and their caregivers.

- Ensure all eldercare consultants meet at least the same requirements and expectations as information specialists, and also are master's level or equivalent social workers or counselors. Additionally, all eldercare specialists should receive initial and ongoing specialized training, on topics such as crisis intervention, transportation, and caregiving. Additional topics may be developed as needed

- Provide training, in collaboration and consultation with ACL, to all staff members before they are allowed to respond to inquiries.

- Develop an electronic procedure and reference manual for use by information specialists and eldercare consultants. Manual should include a variety of materials to assists information specialists better serve callers.

- Ensure that staffs responding to inquiries have excellent telephone and writing skills in order to respond to calls, written correspondence, and emails in a positive and professional manner.

- Develop a continuing education program to ensure staff are well trained and up-to-date as new issues emerge.

Inquiry Database Management System (IDMS)

- Grantee will have in place an IDMS that will provide an electronic record of telephone, e-mail, online inquiries, TTY/TDD and mail requests received.

- IDMS must be capable of providing analytical data in table, graph or chart formation, and graphical reports.

- Develop and implement reporting capabilities to provide data on frequency of contact requests, types of referrals made, contact demographics and other data to support ongoing program management and quality assurance. This information should be shared with ACL on a regular basis.

- Ensure that the IDMS is an integral part of the Locator's continuous quality improvement plan.

Collaboration and Coordination

- Work with other ACL and ACL funded call centers (i.e. National Alzheimer's Call Center) and resource centers (e.g., aging and disability resource center, information and referral, elder abuse, legal, senior benefits, and ombudsman resource centers) to exchange information and ideas and to determine areas of collaboration and coordination and implement mechanisms designed to coordinate efforts effectively.

- Conduct outreach to non-profit and businesses organizations to explore opportunities for collaboration and coordination.

Marketing, Education, and Outreach

- Develop and implement an outreach plan to educate and promote the Locator. Plan should include strategies to increase usage of the service by consumers, the Aging Network, disability organizations, business, non-profits, and others.

- Ensure the marketing plan and its implementation includes a strategy to promote the Locator to consumers from traditionally underserved populations, including ethnic minorities, low-income, limited-English proficient and rural persons, and persons with disabilities.

- Ensure that the marketing plan includes the development and use of educational materials, brochures, and other promotional items, as appropriate.

- Develop an online assessment tool that will assist older adults and caregivers better understand what home and community-based services best meets their needs. Tool should be available by the end of the first project year.

- Ensure the marketing plan includes the use of the online, mobile, and social media tools such as Facebook, Twitter, YouTube, and text messaging to further promote the

Locator.

Eldercare Locator Program Advisory Committees

- Convene an Eldercare Locator Advisory Committee, in consultation with ACL, to provide insight and guidance on the direction of the service. Advisory committee should explore issues surrounding goals and vision, inclusion/exclusion, and technology. Committee should include representatives from aging and disability networks, non-profit organizations, and business. A list of current members will be provided to the successful applicant for future consideration.

- Convene an American Indian Advisory Panel to explore ways the Eldercare Locator can support American Indian elders. A list of current members will be provided to the successful applicant for future consideration.

II. Award Information

Funding Instrument Type: Cooperative Agreement
Estimated Total Funding: $1,428,402
Expected Number of Awards: 1
Award Ceiling: $1,428,402 Per Budget Period
Award Floor: $1,200,000 Per Budget Period
Average Projected Award Amount: $1,428,402 Per Budget Period

Length of Project Periods:
60-month project with five 12-month budget periods

Additional Information on Awards:
Awards made under this announcement are subject to the availability of Federal funds.

ACL plans to fund one new grant under this initiative for a five year period. The projects will be funded at a Federal share of up to $1,428,402 for year one of the project period with years two through five, contingent upon the availability of federal funds. ACL reserves the right to fund the project at an amount that is less than the Federal share requested in the application.

This section should address, if appropriate, whether applications for renewal or supplementation of existing projects are eligible to compete with applications for new awards.

Description of ACL's Anticipated Substantial Involvement Under the Cooperative Agreement

As a cooperative Agreement, the ACL will have substantial involvement in the activities of the funded project. The successful applicant will receive a Notice of Award which makes the Terms and Conditions of the Cooperative Agreement below effective immediately upon award notification and drawdown of funds from the payment management system.

As proposed in its approved application, the **grantee** agrees to carry out the objectives and activities of the project announced as the Locator. The **grantee** will design and implement the Locator that will provide national information and assistance. In addition,

1. The grantee will ensure continued high quality operation of the Locator call center. This includes, ensuring a professional information and assistance service is available 9:00 am to 8:00 pm ET Monday-Friday and that a system is in place to assist callers after hours and on the weekends. A hallmark of the Eldercare Locator call center will be its capacity to provide direct access to reliable resources at the local level.

2. The grantee will staff the Locator with trained professional information specialists. Ensure that limited English speaking callers to the Locator are served by having a bi-lingual Spanish/English specialist on staff and by utilizing a multi-lingual translation service with live translators to handle over 140 additional languages.

3. The grantee will work with ACL to promote and support ACL's strategic goals. Activities include continuing to collaborate with and promote Aging and Disability Resource Centers (ADRCs) and other key initiatives.

4. The grantee will gather and/or develop materials and resources to make the Locator a more useful tool. Grantee will develop enhanced tools and assessment guides that better educate the public about senior and disability services. Grantee will continue to work with partners such as the National Alzheimer's Call Center, the National Center for Benefits Outreach & Enrollment, ADRC Technical Assistance Exchange, caregiver organizations, and other groups to identify and access tested tools to better assist consumers.

5. The grantee will continue working with the Eldercare Locator Advisory Committee and the American Indian Advisory Panel to provide insight and guidance on enhancing and expanding the Locator.

6. The grantee will utilize an inquiry management system that will provide an electronic record of telephone, e-mail, web chat and mail requests and provide analytical data reports on service provided.

7. The grantee will provide one draft copy of all products, including news releases, for ACL review and comment prior to producing and disseminating the final product. The grantee will provide the ACL a period of three weeks, prior to release, publication, and/or posting to review and comment upon all materials produced with funds provided through this award. After the three-week review and comment period, the grantee is free to make such materials public, using the following disclaimer:

"This report/document/etc. was supported, in part, by a grant, No. 90AZ####, from the Administration on Aging, U.S. Department of Health and Human Services. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official Administration on Aging policy."

ACL agrees to work cooperatively in the development and execution of the activities of the Eldercare Locator as follows:

1. The ACL and the grantee will work cooperatively to clarify the issues to be addressed by the Locator and to develop the work plan for each year of the project.

2. The ACL will help the grantee to understand the policy concerns and/or priorities of ACL by providing information and consultation on an ongoing basis. ACL will also share with the grantee information about other federal projects and activities relevant to the project's scope of work.

3. The ACL will actively participate in all advisory group meetings.

4. The ACL Project Officer will meet with the grantee's Project Director on a monthly basis (by phone) and face-to-face at least two times during the year. During these monthly meetings, the grantee Project Director and the ACL Project Officer will review project developments and accomplishments as well as discuss future endeavors and goals.

5. The ACL will review draft copy of all products prior to printing and dissemination. Grantee will provide the ACL a period of three weeks, prior to their release, publication, and/or posting to review and comment upon all materials produced with funds provided through this award.

Under this announcement the grantee will develop a work plan for each year of the project and following award will collaborate with the ACL on finalizing the work plan. Within 45 days of the award, the grantee will agree upon and adhere to a work plan that details expectations for major activities, products, and reports during the current budget period. The work plan will include a detailed timetable with tangible milestones. In addition, the work plan will contain project and activity implementation plans, including potential sub grantees/subcontractors, staff assignments, and other areas that require ACL consultation.

Once a cooperative agreement is in place, requests to modify or amend it or the work plan may be made by ACL or the awardee at any time. Modifications and/or amendments of the Cooperative Agreement or work plan shall be effective upon the mutual agreement of both parties, except where ACL is authorized under the Terms and Conditions of award, 45 CFR Part 74 or 92, or other applicable regulation or statute to make unilateral amendments. When an award is issued the cooperative agreement terms and conditions from the program announcement are incorporated by reference.

Please see *Section IV.5 Funding Restrictions* for limitations on the use of Federal funds awarded under this announcement.

III. Eligibility Information

III.1. Eligible Applicants

Eligible applicants include domestic public or private and non-profit entities including faith-based organizations and community-based organizations with national reach into all states, as well as into territories, tribes and localities. National reach can be accomplished through a network of partnerships with other entities.

Individuals, foreign entities, and sole proprietorship organizations are not eligible to compete for, or receive, awards under this announcement.

Faith-based and community organizations that meet eligibility requirements are eligible to receive awards under this funding opportunity announcement.

See "Legal Status of Applicant Entity" in *Section IV.2* for documentation required to support eligibility.

III.2. Cost Sharing or Matching

Cost Sharing / Matching Requirement: Yes

Grantees must provide at least **25** percent of the total approved cost of the project. The total approved cost of the project is the sum of the ACL (Federal) share and the non-Federal share. The non-Federal share may be met by cash or in-kind contributions, although applicants are encouraged to meet their match requirements through cash contributions. For example, in order to meet the match requirements, a project requesting **$1,428,402.00** in ACL (Federal) funds must provide a non-Federal share of the approved total project cost of at least **$476,134.00** , which is **25** percent of total approved project cost of **$1,904,536.00** .

Note: Grantees will be held accountable for projected commitments of non-federal resources in their application budgets and budget justifications, even when the projected non-federal commitment exceeds the required amount of matching or cost share. A grantee's failure to provide the required matching amount will result in the disallowance of federal funds. However, lack of supporting documentation at the time of application submission will not exclude the application from competitive review.

Under this Older Americans Act (OAA) program, ACL will fund no more than 75% of the project's total cost, which means the applicant must cover at least 25% of the project's total cost with non-Federal resources. In other words, for every three (3) dollars received in Federal funding, the applicant must contribute at least one (1) dollar in non-Federal resources toward the project's total cost. This "three-to-one" ratio is reflected in the formula included under Item 18 in Attachment A of the downloadable application package instruction file. You can use this formula to calculate your minimum required match. A common error applicants make is to match 25% of the Federal share, rather than 25% of the project's total cost.

There are two types of match: 1) non-Federal cash and 2) non-Federal in-kind. In general, costs borne by the applicant and cash contributions of any and all third parties involved in the project, including sub-grantees, contractors and consultants, are considered matching

funds. Volunteered time and use of facilities to hold meetings or conduct project activities may be considered in-kind (third party) donations. Examples of non-Federal cash match includes budgetary funds provided from the applicant agency's budget for costs associated with the project. **ACL encourages you to not exceed the minimum match requirement.** Applications with a match greater than the minimum required will not receive additional consideration under the review. Match is not one of the responsiveness criteria as noted in Section III, 3 Application Screening Criteria.

ACL takes very seriously the current downturn in the nation's economy; therefore ACL may waive the matching requirement where severe hardship is documented by the applicant. If you feel unable to meet the minimum matching requirement, please provide a written justification, which explains why you cannot meet the match through cash or in-kind contributions. The written justification must be signed by your authorized representative and submitted with your application through http://*www.grants.gov*. ACL will review your request and contact you should additional information or justification be necessary. Applicants are encouraged to make this hardship determination during the application phase; waiver requests made after awards have been issued will be reviewed on a case-by-case basis.

III.3. Other

DUNS Number and System for Award Management (SAM) Requirement

All applicants must have a DUNS number (www.dnb.com) and be registered with the System for Award Management (SAM, www.sam.gov) and maintain an active SAM registration until the application process is complete, and should a grant be made, throughout the life of the award. Finalize a new, or renew an existing, registration at least two weeks before the application deadline. This action should allow you time to resolve any issues that may arise. Failure to comply with these requirements may result in your inability to submit your application or receive an award. Maintain documentation (with dates) of your efforts to register or renew at least two weeks before the deadline. See the SAM Quick Guide for Grantees at: https://www.sam.gov /sam/transcript/ SAM_Quick_Guide_Grants_Registrations-v1.6.pdf.

HHS requires all entities that plan to apply for, and ultimately receive, Federal grant funds from any HHS Agency, or receive subawards directly from recipients of those grant funds to:

- Be registered in the SAM prior to submitting an application or plan;
- Maintain an active SAM registration with current information at all times during which it has an active award or an application or plan under consideration by an OPDIV; and
- Provide its active DUNS number in each application or plan it submits to the OPDIV.

The agency is prohibited from making an award until an applicant has complied with these requirements. At the time an award is ready to be made, if the intended recipient has not complied with these requirements, the agency:

- May determine that the applicant is not qualified to receive an award; and

• May use that determination as a basis for making an award to another applicant.

Application Disqualification Factors

All applications will be screened to assure a level playing field for all applicants. Applications that fail to meet the three screening criteria described below will **not** be reviewed and will receive **no** further consideration.

Applications that fail to satisfy the due date and time deadline requirements stated in *Section IV.3.Submission Dates and Times* will be deemed non-responsive and will not be considered for funding under this announcement.

See *Section IV.3. Submission Dates and Times* for disqualification information specific to electronically-submitted applications:

• Electronically-submitted applications that do not receive a date/time-stamp email indicating application submission on or before 11:59 p.m., Eastern Time, on the due date, will be disqualified and will not be considered for competition.
• Electronically-submitted applications that fail the checks and validations at www.Grants.gov because the Authorized Organization Representative (AOR) does not have a current registration at the System for Award Management (SAM) at the time of application submission will be disqualified and will not be considered for competition.
• The Project Narrative section of the Application must be **double-spaced**, on 8 ½" x 11" plain white paper with **1" margins** on both sides, and a **font size of not less than 11**.
• **The Project Narrative must not exceed 20 pages**. NOTE: The Project Work Plan, Letters of Commitment, and Vitae of Key Project Personnel **are not counted** as part of the Project Narrative for purposes of the 20-page limit.

Unsuccessful submissions will require authenticated verification from *http://www.grants.gov* indicating system problems existed at the time of your submission. For example, you will be required to provide an *http://www.grants.gov* submission error notification and/or tracking number in order to substantiate missing the application deadline.

IV.1. Address to Request Application Package

Address to Request Application Package
Application materials can be obtained from http://www.grants.gov

Please note, ACL is requiring applications for all announcements to be submitted electronically through http://www.grants.gov. The Grants.gov (http://www.grants.gov) registration process can take several days. If your organization is not currently registered with http://www.grants.gov, please begin this process immediately. **For assistance with http://www.grants.gov, please contact them at** support@grants.gov **or 1-800-518-4726 between 7 a.m. and 9 p.m. Eastern Time.** At http://www.grants.gov, you will be able to download a copy of the application packet, complete it off-line, and then upload and submit the application via the Grants.gov website (http://www.grants.gov).

Applications submitted via http://www.grants.gov:

- You may access the electronic application for this program on http://www.grants.gov. You must search the downloadable application page by the Funding Opportunity Number or CFDA number.
- At the http://www.grants.gov website, you will find information about submitting an application electronically through the site, including the hours of operation. ACL strongly recommends that you do not wait until the application due date to begin the application process through http://www.grants.gov because of the time involved to complete the registration process.
- All applicants must have a Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number and register in the System for Award Management (SAM). You should allow a minimum of **five days** to complete the SAM registration.
- **Note**: Failure to submit the correct suffix can lead to delays in identifying your organization and access to funding in the Payment Management System.
- Effective October 1, 2010, HHS requires all entities that plan to apply for and ultimately receive Federal grant funds from any HHS Operating/Staff Division (OPDIV/STAFFDIV)**or receive subawards directly from the recipients of those grant funds** to:

1. Be registered in the SAM prior to submitting an application or plan;
2. Maintain an active SAM registration with current information at all times during which it has an active award or an application or plan under consideration by an OPDIV; and
3. Provide its DUNS umber in each application or plan it submits to the OPDIV.

An award cannot be made until the applicant has complied with these requirements. At the time an award is ready to be made, if the intended recipient has not complied with these requirements, the OPDIV/STAFFDIV:

- May be determined that the applicant is not qualified to receive an award;and
- May use that determination as a basis for making an award to another applicant.

Additionally, all first-tier subaward recipients must have a DUNS number at the time the subaward is made.

- Since October 1, 2003, The Office of Management and Budget has required applicants to provide a Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number when applying for Federal grants or cooperative agreements. It is entered on the SF 424. It is a unique,**nine-digit identification number**, which provides unique identifiers of single business entities. The DUNS number is*free and easy* to obtain.
- Organizations can receive a DUNS number at no cost by calling the dedicated toll-free DUNS Number request line at 1-866-705-5711 or by using this link to access a guide: http://www.whitehouse.gov/sites/default/files/omb/grants/duns_num_guide.pdf

- You must submit all documents electronically, including all information included on the SF424 and all necessary assurances and certifications.
- Prior to application submission, Microsoft Vista and Office 2007 users should review the http://www.grants.gov compatibility information and submission instructions provided at http://www.grants.gov (click on "**Vista and Microsoft Office 2007 Compatibility Information**").
- **Your application must comply with any page limitation requirements described in this Program Announcement.**
- After you electronically submit your application, you will receive an automatic acknowledgement from http://www.grants.gov that contains http://www.grants.gov tracking number. The Administration on Aging will retrieve your application form from http://www.grants.gov.
- After the Administration on Aging retrieves your application form from http://www.grants.gov, a return receipt will be emailed to the applicant contact. This will be in addition to the validation number provided by http://www.grants.gov.
- Each year organizations registered to apply for Federal grants through http://www.grants.gov will need to renew their registration with the System for Awards Management (SAM). You can register with the SAM online and it will take about 30 minutes (http://www.sam.gov).

Contact person regarding this Program Announcement:

Sherri Clark
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Section IV.2. Content and Form of Application Submission

Partner Standard Format and PO-Specific Format Requirements
For All Applications:

Authorized Organizational Representative (AOR)
The individual(s), named by the applicant/recipient organization, who is authorized to act for the applicant/recipient and to assume the obligations imposed by the Federal laws, regulations, requirements, and conditions that apply to grant applications or awards.

Each applicant must designate an Authorized Organizational Representative (AOR). An AOR is named by the applicant, and is authorized to act for the applicant, to assume the obligations imposed by the Federal laws, regulations, requirements, and conditions that apply to the grant application or awards.

AOR Authorization is part of the registration process at www.Grants.gov where the AOR will create a short profile and obtain a username and password from the Grants.gov Credential Provider. AORs will only be authorized for the DUNS number registered in the System for Award Management (SAM).

Point of Contact
In addition to the AOR, a point of contact on matters involving the application must also be identified. The point of contact, known as the Project Director or Principal Investigator, should not be identical to the person identified as the AOR. The point of contact must be available to answer any questions pertaining to the application.

Application Checklist
Applicants may refer to *Section VIII. Other Information* for a checklist of application requirements that may be used in developing and organizing application materials. Details concerning acknowledgment of received applications are available in *Section IV.3. Submission Dates and Times* of this announcement.

Follow the instructions provided in the formatting section to ensure that your application can be printed efficiently and consistently for the competitive review.

Observe page limitations.
All applicants must follow the instructions provided in this section. Be sure to print all attachments (components) on paper and count the number of pages before submission. Keep the printed copy as a hard copy of your application for your files.

ELECTRONIC APPLICATIONS SUBMITTED VIA www.Grants.gov:

Electronic applications will only be accepted via www.Grants.gov. The Agency will not accept applications submitted via email or via facsimile. Only applications, which pass the Grants.gov validation check, will be acknowledged.

Please read this section carefully before beginning application submission. It is mandatory to follow the instructions provided in this section to ensure that your application can be printed efficiently and consistently for review.

Copies Required
Applicants must submit one complete copy of the application package electronically. Applicants submitting electronic applications need not provide additional copies of their application package.

NOTE: Applications submitted via www.Grants.gov will undergo a validation check. See *Section IV.2. Application Submission Options* and *Section IV.3. Submission Due Dates and Times, Explanation of Due Dates*. The validation check can affect whether the application is accepted for review. Applications that fail the www.Grants.gov validation check will not be transmitted to the Agency. If the application fails the validation check and is not resubmitted by 11:59 p.m., ET, on the due date, it will be disqualified.

Signatures
Follow the AOR Authorization and E-Biz POC instructions provided at www.Grants.gov.

Required OMB-Approved and Standard Forms (SFs)
www.Grants.gov provides its own protocols for the submission of OMB-approved and Standard Forms (SFs) such as the SF-424 application and budget forms and the SF-P/PSL, Project/Performance Site Location form. See *Section IV.2. Required Forms, Assurances, and Certifications* for required OMB-approved Standard Forms and required assurances and certifications.

Application Package Components
Applications must be divided into the sections listed in the table. **It is important that each component is submitted in a separate electronic file.** Page limitations apply to the Project Description document and the Appendices and the following:

- The Project Summary/Abstract is limited to one single-spaced page.
- The Project Narrative is limited to 20 double spaced pages.

Application Package Components	Page Limitations
Required Standard Forms (SFs) and/or OMB-approved Forms	No page limitations.
Required Certifications and Assurances	No page limitations.
Project Summary/Abstract	One page limitation, single-spaced, font size of no less than 11 point
Project Narrative	**20 pages in double-spaced format with a font size of no less than 11-point and included items are listed later in this section.** The 20 page project description *does not* include the project abstract/summary, table of contents, appendix, budget and budget narrative, or the standard forms.
Budget Justification	Submit a 3-5 year budget in accordance with program announcement requirements with line-item detail with justification narrative. **The Budget Justification should be no longer than 10 pages.**
Proof of Legal Status/Proof of Non-Profit Status	No page limitations.

The required content of the Project Narrative and any Appendices, and their page limits, are listed later in this section.

With the exception of the required Standard Forms (SFs), all application materials must be formatted so that they will print out onto 8 ½" x 11" white paper with 1-inch margins. **All pages of the application component, i.e., Project Narrative, Budget Justification, Appendices, must be sequentially numbered.** Applicants should print all attachments on paper and count the number of pages before submitting the application. Applicants should keep a hard copy of the submitted application package for their files.

All elements of the application submission, with the exception of the one-page Project Summary/Abstract, the Budget Justification, required Assurances and Certifications, and proof of legal status/non-profit status, must be in double-spaced format in 11-point font. The Project Summary/Abstract is required to be one single-spaced page in a font size not less than 11-point. The Budget Justification may be single-spaced, in a font size not less than 11-point and should be no more than 10 pages.

Applicants must follow the instructions provided in this section:

Carefully observe the file naming conventions required by www.Grants.gov. Limit file names to 50 characters and do not use special characters (example: &,-,*,%,/,#) including periods (.), blank spaces, and accent marks, within application form fields, and file attachment names. An underscore (_) may be used to separate a file name.

Use only file formats supported by the Agency. It is critical that applicants only submit application components using the supported file formats listed here. Documents in file formats that are not supported by the Agency will be removed from the application and will not be used in the competitive review. This may make the application incomplete and the Agency will not make any awards based on an incomplete application.

The Agency supports the following file formats:
- Adobe PDF – Portable Document Format (.pdf)
- Microsoft Word (.doc or .docx)
- Microsoft Excel (.xls or .xlsx)
- Microsoft PowerPoint (.ppt)
- Image Formats (.JPG, .GIF, .TIFF, or .BMP only)

Do not encrypt or password protect the electronic application files! If the Agency cannot access submitted electronic files because they have been encrypted or are password protected, the affected file will be removed from the application and will not be used in the competitive review. This may make the application incomplete and the Agency will not make any awards based on an incomplete application.

Required Forms, Assurances, and Certifications
Applicants seeking grant or cooperative agreement awards under this announcement must submit the listed Standard Forms (SFs), assurances, and certifications with the application. All required Standard Forms, assurances, and certifications are available at

Grants.gov Forms Repository unless specified otherwise.

Forms / Assurances / Certifications	Submission Requirement	Notes / Description
Certification Regarding Lobbying	Submission required of all applicants with the application package. If it is not submitted with the application package, it may also be submitted prior to the award of a grant.	Submission of this Certification is required for all applications.
SF-424 - Application for Federal Assistance	Submission is required for all applicants by the application due date.	Required for all applications.

Additional Assurances and Certifications

IV.2. Project Narrative

IV.2.1. Project Narrative

The Project Narrative must be double-spaced, on 8 ½" x 11" paper with 1" margins on both sides, and a font size of not less than 11. You can use smaller font sizes to fill in the Standard Forms and Sample Formats. The suggested length for the Project Narrative is ten to twenty pages; twenty pages is the maximum length allowed. ACL will not accept applications with a Project Narrative that exceeds 20 pages. The Project Work Plan, Letters of Commitment, and Vitae of Key Personnel are not counted as part of the Project Narrative for purposes of the 20-page limit, but all of the other sections noted below are included in the limit.

The components of the Project Narrative counted as part of the 20 page limit include:

Summary/Abstract
Problem Statement
Goal(s) and Objective(s)
Proposed Intervention
Special Target Populations and Organizations
Outcomes

Project Management
Evaluation
Dissemination
Organizational Capability

The Project Narrative is the most important part of the application, since it will be used as the primary basis to determine whether or not your project meets the minimum requirements for grants under Title IV of the Older Americans Act. The Project Narrative should provide a clear and concise description of your project.

Work Plan
The Project Work Plan should reflect and be consistent with the Project Narrative and Budget and should cover up to five (5) years of the project period. It should include a statement of the project's overall goal, anticipated outcome(s), key objectives, and the major tasks / action steps that will be pursued to achieve the goal and outcome(s). For each major task / action step, the work plan should identify timeframes involved (including start- and end-dates), and the lead person responsible for completing the task. Please use the Sample Work Plan format included in Attachment E of the instruction file.

Letters of Commitment from Key Participating Organizations and Agencies

Include confirmation of the commitments to the project (should it be funded) made by key collaborating organizations and agencies in this part of the application. Any organization that is specifically named to have a significant role in carrying out the project should be considered an essential collaborator. For applications submitted electronically via http://*www.grants.gov*, signed letters of commitment should be scanned and included as attachments. Applicants unable to scan the signed letters of commitment may fax them to the ACL Office of Grants Management at 202-357-3467 by the application submission deadline. In your fax, be sure to include the funding opportunity number and your agency name.

IV.2.2. Summary/Abstract

This section should include a brief - no more than 265 words maximum - description of the proposed project, including: goal(s), objectives, outcomes, and products to be developed. Detailed instructions for completing the summary/abstract are included in a subsequent attachment of this document.

IV.2.3. Problem Statement

This section should describe, in both quantitative and qualitative terms, the nature and scope of the particular problem or issue the proposed intervention is designed to address, including how the project will potentially affect the elderly population and/or their caregivers (including specific subgroups within those populations), and possibly the health care and social services systems (e.g., the use of health care and/or nursing home services.)

IV.2.4. Goal(s) and Objective(s)

This section should consist of a description of the project's goal(s) and major objectives. Unless the project involves multiple, complex interventions, we recommend you have only one overall goal.

IV.2.5. Proposed Intervention

This section should provide a clear and concise description of the intervention you are proposing to use to address the problem described in the "Problem Statement". You should also describe the rationale for using the particular intervention, including factors such as: "lessons learned" for similar projects previously tested in your community, or in other areas of the country; factors in the larger environment that have created the "right conditions" for the intervention (e.g., existing social, economic or political factors that you'll be able to take advantage of, etc.). Also note any major barriers you anticipate encountering, and how your project will be able to overcome those barriers. Be sure to describe the role and makeup of any strategic partnerships you plan to involve in implementing the intervention, including other organizations, supporters, and/or consumer groups.

IV.2.6. Special Target Populations and Organizations

This section should describe how you plan to involve community-based organizations in a meaningful way in the planning and implementation of the proposal project. This section should also describe how the proposed intervention will target disadvantaged populations, including limited-English speaking populations.

IV.2.7. Outcomes

This section of the project narrative must clearly identify the measurable outcome(s) that will result from the project. (NOTE: ACL will not fund any project that does not include measurable outcomes). This section should also describe how the project's findings might benefit the field at large, (e.g., how the findings could help other organizations throughout the nation to address the same or similar problems.) List measurable outcomes in the attached work plan grid (Attachment E) under "Measurable Outcomes" in addition to any discussion included in the narrative along with a description of how the project might benefit the field at large.

A "measurable outcome" is an observable end-result that describes how a particular intervention benefits consumers. It demonstrates the functional status, mental well-being, knowledge, skill, attitude, awareness or behavior.) It can also describe a change in the degree to which consumers exercise choice over the types of services they receive, or whether they are satisfied with the way a service is delivered. Additional examples include: a change in the responsiveness or cost-effectiveness of a service delivery system; a new model of support or care that can be replicated in the aging network; new knowledge that can contribute to the field of aging; a measurable increase in community awareness; or a measurable increase in persons receiving services. A measurable outcome is not a

measurable "output", such as: the number of clients served; the number of training sessions held; or the number of service units provided.

You should keep the focus of this section on describing what outcome(s) will be produced by the project. You should use the Evaluation section noted below to describe how the outcome(s) will be measured and reported.

Your application will be scored on the clarity and nature of your proposed outcomes, not on the number of outcomes cited. It is totally appropriate for a project to have only ONE outcome that it is trying to achieve through the intervention reflected in the project's design.

IV.2.8. Project Management

This section should include a clear delineation of the roles and responsibilities of project staff, consultants and partner organizations, and how they will contribute to achieving the project's objectives and outcomes. It should specify who would have day-to-day responsibility for key tasks such as: leadership of project; monitoring the project's on-going progress, preparation of reports; communications with other partners and ACL. It should also describe the approach that will be used to monitor and track progress on the project's tasks and objectives.

IV.2.9. Evaluation

This section should describe the method(s), techniques and tools that will be used to: 1) determine whether or not the proposed intervention achieved its anticipated outcome(s), and 2) document the "lessons learned" – both positive and negative - from the project that will be useful to people interested in replicating the intervention, if it proves successful.

IV.2.10. Dissemination

This section should describe the method that will be used to disseminate the project's results and findings in a timely manner and in easily understandable formats, to parties who might be interested in using the results of the project to inform practice, service delivery, program development, and/or policy-making, including and especially those parties who would be interested in replicating the project.

IV.2.11. Organization Capability

Each application should include an organizational capability statement and vitae for key project personnel. The organizational capability statement should describe how the applicant agency (or the particular division of a larger agency which will have responsibility for this project) is organized, the nature and scope of its work and/or the capabilities it possesses. It should also include the organization's capability to sustain some or all project activities after Federal financial assistance has ended.

This description should cover capabilities of the applicant agency not included in the

program narrative, such as any current or previous relevant experience and/or the record of the project team in preparing cogent and useful reports, publications, and other products. If appropriate, include an organization chart showing the relationship of the project to the current organization. Please attach short vitae for key project staff only. Neither vitas nor an organizational chart will count towards the narrative page limit. Also include information about any contractual organization(s) that will have a significant role(s) in implementing project and achieving project goals.

IV.2.12. Budget Narrative/Justification

Applicants requesting funding for a multi-year grant program are REQUIRED to provide a detailed Budget Narrative/Justification for EACH potential year of grant funding requested.

The Budget Narrative/Justification should be provided using the format included as Attachment C of the instruction file. Applicants are encouraged to pay particular attention to Attachment C of the instruction file, which provides an example of the level of detail sought. A combined multi-year Budget Narrative/Justification, as well as a detailed Budget Narrative/Justification for each year of potential grant funding is required

Electronic Submission via www.Grants.gov

- Additional guidance on the submission of electronic applications can be found at http://www.grants.gov/applicants/get_registered.jsp.
- If applicants encounter any technical difficulties in using www.Grants.gov, contact the Grants.gov Contact Center at: 1-800-518-4726, or by email at support@grants.gov, to report the problem and obtain assistance. Hours of Operation: 24 hours a day, 7 days a week. The Grants.gov Contact Center is closed on federal holidays.
- Applicants should always retain Grants.gov Contact Center service ticket number(s) as they may be needed for future reference.
- **Contact with the Grants.gov Contact Center prior to the listed application due date and time does not ensure acceptance of an application. If difficulties are encountered, the Grants Management Officer listed in *Section VII. Agency Contacts* will determine whether the submission issues are due to Grants.gov system errors or user error.**

IV.3. Submission Dates and Times

Due Date for Letter of Intent
Applicants are requested, but not required, to submit a letter of intent to apply for this funding opportunity to assist ACL in planning for the application independent review process. The purpose of the letter of intent is to allow our staff to estimate the number of independent reviewers needed and to avoid potential conflicts of interest in the review. Letters of intent should be sent to the contact person for this announcement (See Section IV.1)

Due Date for Letter of Intent: **02/25/2013**

Due Date for Applications: **03/18/2013**

Explanation of Due Dates

The due date for receipt of applications is listed in the *Overview* section and in this section. See *Section III.3. Application Disqualification Factors*.

Electronic Applications

The deadline for submission of electronic applications via www.Grants.gov is 11:59 p.m., ET, on the due date. Electronic applications submitted at 12:00 a.m., ET, on the day after the due date will be considered late and will be disqualified from competitive review and from funding under this announcement.

Applications that fail to meet the application due date will not be reviewed and will receive no further consideration. You are strongly encouraged to submit your application a minimum of 3-5 days prior to the application closing date. Do not wait until the last day in the event you encounter technical difficulties, either on your end or, with ***http://www.grants.gov***. Grants.gov can take up to 48 hours to notify you of a successful submission.

Applicants are required to submit their applications electronically via www.Grants.gov unless they received an exemption through the process described in *Section IV.2. Request an Exemption from Required Electronic Application Submission.*

The agency does not accommodate transmission of applications by email or facsimile.

Instructions for electronic submission via www.Grants.gov are available at http://www.grants.gov/applicants/apply_for_grants.jsp.

Please note:

Applications submitted to www.Grants.gov at any time during the open application period, and prior to the due date and time that fail the Grants.gov validation check will not be received at ACL. **These applications will not be acknowledged.** Applications that fail the Grants.gov validation check will not be transmitted to ACL though they may have been submitted on time.

Each time an application is submitted via www.Grants.gov, the application will receive a new date and time-stamp. Only those applications with date and time-stamps that result in a validated application, which is transmitted to ACL, will be acknowledged.

Extensions and/or Waiving Due Date and Receipt Time Requirements

ACL may extend an application due date and receipt time when circumstances make it impossible for applicants to submit their applications on time. These events include natural

disasters (floods, hurricanes, tornados, etc.), or when there are widespread disruptions of electrical service, or mail service, or in other rare cases. The determination to extend or waive due date and/or receipt time requirements rests with the Grants Management Officer listed as the Office of Grants Management Contact in *Section VII. Agency Contacts*.

Acknowledgement from www.Grants.gov of an electronic application's submission:

Applicants will receive an initial email upon submission of their application to www.Grants.gov. This email will provide a **Grants.gov Tracking Number**. Applicants should refer to this tracking number in all communication with Grants.gov. The email will also provide a **date and time stamp**, which serves as the official record of the application's submission. The date and time-stamp must reflect a submission time on, or before, 11:59 p.m., ET, on the application due date. Receipt of this email does not indicate that the application is accepted or that is has passed the validation check.

Each time an application is submitted, or resubmitted, via www.Grants.gov, the application will receive a new date and time-stamp. Only those applications with on-time date and time-stamps that result in a validated application, which is transmitted to ACL, will be acknowledged.

Applicants will be provided with an acknowledgement from www.Grants.gov that the submitted application package has passed, or failed, a series of checks and validations. Applications that are submitted on time that fail the validation check will not be transmitted to ACL and will not be acknowledged.

See "What to Expect After Submitting" at www.Grants.gov for more information.

Acknowledgement from ACL of a paper format (hard copy) application's submission:

ACL will not provide acknowledgement of receipt of hard copy application packages submitted via mail or courier services.

IV.4. Intergovernmental Review of Federal Programs

This program is not subject to Executive Order (E.O.) 12372, "Intergovernmental Review of Federal Programs," or 45 CFR Part 100, "Intergovernmental Review of Department of Health and Human Services Programs and Activities." No action is required of applicants under this announcement with regard to E.O. 12372.

IV.5. Funding Restrictions

Costs of organized fund raising, including financial campaigns, endowment drives, solicitation of gifts and bequests, and similar expenses incurred solely to raise capital or obtain contributions, are considered unallowable costs under grants or cooperative agreements awarded under this funding opportunity announcement.

Identify any activities which are not fundable under the grant program, e.g., construction and/or major rehabilitation of buildings. This section also may include any other types of funding restrictions, e.g., ceiling amounts for particular activities if an application will consist of multiple programmatic components. This section should also indicate whether pre-award costs are allowable.

The following activities are not fundable:

- Construction and/or major rehabilitation of buildings
- Basic research (e.g. scientific or medical experiments)
- Continuation of existing projects without expansion or new and innovative approaches.
- Meals are generally unallowable except for the following:

  - For subjects and patients under study (usually a research program);
  - Where specifically approved as part of the project or program activity, e.g., in programs providing children's services (e.g., Headstart);
  - When an organization customarily provides meals to employees working beyond the normal workday, as a part of a formal compensation arrangement;
  - As part of a per diem or subsistence allowance provided in conjunction with allowable travel; and
  - Under a conference grant, when meals are a necessary and integral part of a conference, provided that meal costs are not duplicated in participants' per diem or subsistence allowances. (Note: conference grant means the sole purpose of the award is to hold a conference)

IV.6. Other Submission Requirements

Letters of intent should be emailed or faxed to:

Sherri Clark
Office of External Affairs
Administration for Community Living
U.S. Department of Health and Human Services
Washington, DC 20201
Sherri Clark
Office of External Affairs
Administration for Community Living
U.S. Department of Health and Human Services
Washington, DC 20201

Electronic Submission
See *Section IV.2* for application requirements and for guidance when submitting applications electronically via http://www.Grants.gov.
For all submissions, see *Section IV.3* for information on due dates and times.

V. Application Review Information

Project Relevance & Current Need	Maximum Points: 10

i. Does the proposed project clearly and adequately respond to the priority area, as described in this Program Announcement? (5 points)

ii. Does the application adequately and appropriately describe and document the key problem(s)/condition(s) relevant to its purposes? Is the proposed project justified in terms of the most recent, relevant, and available information and knowledge? (5 points)

Approach	Maximum Points: 30

i. Is the scope of the Eldercare Locator clearly defined? Does it reflect a coherent and feasible approach for successfully addressing the identified problem and achieving the identified outcome(s)? Does the project take into account barriers and opportunities that exist in the larger environment that may impact on the project's success? Does the plan specify how it will operate a call center that will provide national coverage to the U.S. (10 points)

ii. Is the project work plan clear and comprehensive? Does it include sensible and feasible timeframes for the accomplishment of tasks presented? Does the work plan include specific objectives and tasks that are linked to measurable outcomes? Does the proposal include a clear and coherent management plan, including a detailed and feasible quality assurance plan? Are the roles and responsibilities of project staff, consultants and partners clearly defined and linked to specific objectives and tasks? Are the qualifications of the project staff, consultants and/or partners, and the proposed level of effort, well-specified and adequate to carryout the project? (10 points)

iii. Does the application describe how local community-based organizations will be involved in a meaningful way in the planning and implementation of the proposed project? Does the application include how it will target traditionally underserved populations, including ethnic minorities, low-income, limited-English proficient and rural persons, and caregivers? (10 points)

Budget	Maximum Points: 10

i. Is the budget justified with respect to the adequacy and reasonableness of resources requested? Is the time commitment of the proposed director and other key project personnel sufficient to assure proper direction, management and timely completion of the project? (5 points)

ii. Are budget line items clearly delineated and consistent with work plan objectives? (5 points)

Project Impact	Maximum Points: 30

i. Are the expected project benefits/results clear, realistic, and consistent with the objectives and purpose of the project? Are the anticipated outcomes of the proposed project likely to be achieved and will they significantly benefit the populations affected by the intervention, and the field of aging as a whole? Are the proposed outcomes quantifiable and measurable, consistent with the definition of a project outcome contained in Attachment E of the Program Announcement? (10 points)

ii. Does the project evaluation reflect a thoughtful and well-designed approach that will be able to successfully measure whether or not the project has achieved its proposed outcome(s)? Does the plan include the qualitative and/or quantitative methods necessary to reliably measure outcomes? Is the evaluation also designed to capture "lessons learned" from the overall effort that might be of use to others in the field of aging, especially those who might be interested in replicating aspects of the project? (10 points)

iii. Is there a realistic plan to try to secure resources to continue some or all project activities after Federal financial assistance has ended? (5 points)

iv. Will the dissemination plan get relevant and easy to use information in a timely manner to parties that might benefit from the resources and information available. Does the dissemination plan specifically target disadvantaged populations?   (5 points)

Organizational Capacity	Maximum Points: 20

i. Does the applicant organization clearly identify their capacity for carrying out the proposed project and evaluation? (10 points)

ii. Do the proposed project director(s), key staff and consultants have the background,

experience, and other qualifications required to carry out their designated roles? Are letters from participating organizations included, as appropriate, and do they express the clear commitment and areas of responsibility of those organizations, consistent with the work plan description of their intended roles and contributions? (10 points)

V.2. Review and Selection Process

No grant award will be made under this announcement on the basis of an incomplete application. No grant award will be made to an applicant or sub-recipient that does not have active registration at www.sam.gov.

Initial Screening

Each application will be screened to determine whether it meets one of the following disqualification criteria as described in *Section III.3. Application Disqualification Factors*:

- Applications that are designated as late according to *Section IV.3. Submission Dates and Times*,
- The Project Narrative section of the Application must be **double-spaced**, on 8 ½" x 11" plain white paper with **1" margins** on both sides, and a **font size of not less than 11**.
- **The Project Narrative must not exceed 20 pages**. NOTE: The Project Work Plan, Letters of Commitment, and Vitae of Key Project Personnel **are not counted** as part of the Project Narrative for purposes of the 20-page limit.

For those applications that have been disqualified under the initial screening, notice will be provided by postal mail or by email. See *Section IV.3. Explanation of Due Dates* for information on Grants.gov's and the Agency's acknowledgment of received applications.

Objective Review and Results

Applications competing for financial assistance will be reviewed and evaluated by objective review panels using the criteria described in *Section V.1. Criteria* of this announcement. Each panel is composed of experts with knowledge and experience in the area under review. Generally, review panels include three reviewers and one chairperson.

Results of the competitive objective review are taken into consideration by the Agency in the selection of projects for funding; however, objective review scores and rankings are not binding. They are one element in the decision-making process.

The Agency may elect not to fund applicants with management or financial problems that would indicate an inability to successfully complete the proposed project. Applications may be funded in whole or in part. Successful applicants may be funded at an amount lower than that requested. The Agency reserves the right to consider preferences to fund organizations serving emerging, unserved, or under-served populations, including those populations located in pockets of poverty. The Agency will also consider the geographic distribution of Federal funds in its award decisions.

Final award decisions will be made by the Administrator for the Administration of Community Living, or designee. In making these decisions, the Administrator will take into consideration: recommendations of the review panel; reviews for programmatic and grants management compliance; the reasonableness of the estimated cost to the government considering the available funding and anticipated results; and the likelihood that the proposed project will result in the benefits expected.

Application Responsiveness Criteria

The successful applicant will be an organization that meets the following criteria:

1. Demonstrates experience in working with State Units on Aging, Area Agencies on Aging, ADRC grantees, and national aging and family caregiver organizations.

2. Demonstrates experience in operating **a national call center** and the capacity to begin answering phone and responding to email and web chat within 60 days of award. The Eldercare Locator's projected monthly contact volume of 19,000 calls.

3. Provides a project director for this project that has experience in the field of aging and overseeing a national call center and/or work that is consistent with and directly related to the development of a national call center.

Approved but Unfunded Applications

Applications recommended for approval that were not funded under the competition because of the lack of available funds may be held over by the Agency and reconsidered in a subsequent review cycle if a future competition under the program area is planned. These applications will be held over for a period of up to one year and will be re-competed for funding with all other competing applications in the next available review cycle. For those applications that have been deemed as approved but unfunded, notice will be given of such determination by postal mail.

V.3. Anticipated Announcement and Award Dates

Announcement of awards and the disposition of applications will be provided to applicants at a later date.

Approximately 60-90 days after the closing date of this announcement

VI. Award Administration Information

VI.1. Award Notices

Successful applicants will be notified through the issuance of a Notice of Award (NoA) that sets forth the amount of funds granted, the terms and conditions of the grant, the effective date of the grant, the budget period for which initial support will be given, the non-Federal share to be provided (if applicable), and the total project period for which support is contemplated. The NoA will be signed by the Grants Officer and transmitted via postal

mail, email, or current Grants Management System. Following the finalization of funding decisions, organizations whose applications will not be funded will be notified by letter signed by the cognizant Program Office. Any other correspondence that announces to a Principal Investigator, or a Project Director, that an application was selected is not an authorization to begin performance.

Project costs that are incurred prior to the receipt of the NoA are at the recipient's risk and may be reimbursed only to the extent that they are considered allowable as approved pre-award costs. Information on allowable pre-award costs and the time period under which they may be incurred is available in *Section IV.5. Funding Restrictions*.

VI.2. Administrative and National Policy Requirements

Awards issued under this announcement are subject to the uniform administrative requirements and cost principles of 45 CFR. Part 74 (Awards And Subawards To Institutions Of Higher Education, Hospitals, Other Nonprofit Organizations, And Commercial Organizations) or 45 CFR. Part 92 (Grants And Cooperative Agreements To State, Local, And Tribal Governments). The Code of Federal Regulations (CFR) is available at http://www.gpo.gov.

An application funded with the release of Federal funds through a grant award does not constitute, or imply, compliance with Federal regulations. Funded organizations are responsible for ensuring that their activities comply with all applicable Federal regulations.

The award is also subject to DHHS Administrative Requirements, which can be found in 45CFR Part 74 and 92 and the Standard Terms and Conditions, included in the Notice of Award as well as implemented through the HHS Grants Policy Statement located at *http://www.hhs.gov/grantsnet/adminis/gpd/index.htm*.

Other Administrative and National Policy Requirements

The award is subject to DHHS Administrative Requirements, which can be found in 45CFR Part 74 and 92 and the Standard Terms and Conditions, included in the Notice of Award as well as implemented through the HHS Grants Policy Statement located at *http://www.hhs.gov/grantsnet/adminis/gpd/index.htm*.

VI.3. Reporting

Grantees under this funding opportunity announcement will be required to submit performance progress and financial reports periodically throughout the project period. The frequency of required reporting is listed later in this section. Final reports may be submitted in hard copy to the Grants Management Office Contact listed in *Section VII. Agency Contacts* of this announcement. Instructions on submission of reports electronically will be provided with award documents.

Performance Progress Reports (PPR)

Notice of Award documents will inform grantees of the appropriate performance progress report form or format to use. Grantees should consult their Notice of Award documents to determine the appropriate performance progress report format required under their award. Performance progress reports are due 30 days after the end of the reporting period.

Final program performance reports are due 90 days after the close of the project period.

Federal Financial Reports (FFR)

As of March 1, 2011, HHS began the transition from use of the SF-269, Financial Status Report (Short Form or Long Form) to the use of the SF-425 Federal Financial Report for expenditure reporting. SF-269s will no longer be accepted for expenditure reports due after that date. If an SF-269 is submitted, the Agency will return it and require the recipient to complete the SF-425.

The transition strategy is allowing individual HHS Operating Divisions to select--from a limited number of options--the approach that best fits their programs and business process. This transition does not affect completion or submission of the cash reporting to the HHS Division of Payment Management's Payment Management System (PMS). The primary features of this transition for recipients are that OPDIVs that previously required electronic submission of the SF-269 will receive the SF-425 expenditure reports electronically and, until further notice, OPDIVs that have been receiving expenditure reports in hard copy will continue to do so.

All expenditure reports will be due on one of the standard due dates by which cash reporting is required to be submitted to PMS or at the end of a calendar quarter as determined by the Operating Division. As a result, a recipient that receives awards from more than one OPDIV may be subject to more than one approach, but will not be required to change its current means of submission or be subjected to more than eight standard due dates.

Beginning with budget periods which end from January 1 - March 31, 2011, and for all budget periods thereafter, all affected Agency grantees will be required to submit an SF-425 report as frequently as is required in the terms and conditions of their award using due dates for reports to PMS.

For budget periods ending in the months of:	The FFR (SF-425) is due on:
January 01 through March 31	April 30
April 01 through June 30	July 30
July 01 through September 30	October 30
October 01 through December 31	January 30

Fillable versions of the SF-425 form in Adobe PDF and MS-Excel formats, along with instructions, are available at http://www.whitehouse.gov/omb/grants_forms and www.forms.gov. Further instructions will be provided, as necessary, with award terms and conditions that will address specific reporting periods and due dates on an award-by-award basis.

For planning purposes, the Agency reporting periods for awards made under this announcement are as follows:

Program Progress Reports: Semi-Annually

Financial Reports: Annually

FFATA and FSRS Reporting
The Federal Financial Accountability and Transparency Act (FFATA) requires data entry at the FFATA Subaward Reporting System (http://www.FSRS.gov) for all sub-awards and sub-contracts issued for $25,000 or more as well as addressing executive compensation for both grantee and sub-award organizations.

For further guidance please see the following link:

http://www.aoa.gov/AoARoot/Grants/Reporting_Requirements/index.aspx

VII. Agency Contacts

Program Office Contact

Sherri Clark
Office of External Affairs
Administration for Community Living
U.S. Department of Health and Human Services
Washington, DC 20201
Phone: (202) 357-3506
Email: sherri.clark@acl.hhs.gov

Office of Grants Management Contact

Sean Lewis
U.S. Department of Health and Human Services
Administration for Community Living
Washington, DC 20201
Email: sean.lewis@acl.hhs.gov

Federal Relay Service:
Hearing-impaired and speech-impaired callers may contact the Federal Relay Service for assistance at 1-800-877-8339 (**TTY** - Text Telephone or **ASCII** - American Standard Code For Information Interchange).

VIII. Other Information

Reference Websites

U.S. Department of Health and Human Services (HHS) on the Internet http://www.hhs.gov/.

Catalog of Federal Domestic Assistance (C.F.D.A.) https://www.cfda.gov/.

Code of Federal Regulations (C.F.R.) http://www.gpo.gov.

United States Code (U.S.C) http://www.gpoaccess.gov/uscode/ .

Grants.gov Forms Repository webpage at http://www.grants.gov/agencies/aforms_repository_information.jsp.

Versions of other Standard Forms (SFs) are available on the Office of Management and Budget (OMB) Grants Management Forms web site at http://www.whitehouse.gov/omb/grants_forms/.

For information regarding accessibility issues, visit the Grants.gov Accessibility Compliance Page at http://www07.grants.gov/aboutgrants/accessibility_compliance.jsp.

Application Checklist

What to Submit	Where Found	When to Submit
SF-424 - Application for Federal Assistance	Referenced in *Section IV.2.Required Forms, Assurances, and Certifications.* Found at the Grants.gov Forms Repository at http://www.grants.gov/ agencies/ aforms_repository_information.jsp.	Submission is due by the application due date found in the *Overview* and in *Section IV.3. Submission Dates and Times.*

Certification Regarding Lobbying	Referenced in *Section IV.2. Required Forms, Assurances, and Certifications.*	Submission is due with the application package. If it is not submitted with the application package, it may also be submitted prior to the award of a grant.
The Project Description	Referenced in *Section IV.2. The Project Description.* This is the title for the project narrative that describes the applicant's plan for the project.	Submission is due by the application due date found in the *Overview* and in *Section IV.3. Submission Dates and Times.*
The Project Budget and Budget Justification	Referenced in *Section IV.2. The Project Budget and Budget Justification* of the announcement.	Submission of the Project Budget is required on the appropriate Standard Form (424A or 424C). The Budget Justification is a separate document that may be no more than 10 pages and is due by the application due date found in the *Overview* and in *Section IV.3. Submission Dates and Times.*
Commitment of Non-Federal Resources	Referenced in *Section IV.2. The Project Budget and Budget Justification.*	Submission is due by the application due date found in the Overview and in *Section IV.3. Submission Dates and Times.*

Appendices